

**LANGUAGE ACCESS ADVISORY COUNCIL (LAAC) MEETING MINUTES**

Director's Conference Room 320, Department of Labor & Industrial Relations  
850 Punchbowl Street, Honolulu, Hawai'i, 96813

Agency on Elderly Affairs, Piikoi Building, Suite 330  
4444 Rice Street, Lihue, Hawai'i, 96766

Maui District Health Office, State Office Building  
54 South High Street, Room 415, Wailuku, Hawai'i 96703

746 Hele Mauna Street, Hilo, Hawai'i, 96720

Wednesday, February 11, 2015  
9:30 a.m. – 11:00 a.m.

PRESENT: Dominic Inocelda, Chair; Gerald Ohta, Vice-chair; Vacant, Office of Language Access, Ex-officio; Kristine Pagano for Francine Wai, Ex-officio; Lito Asuncion; Mindy Emmons; Patricia Harpstrite; Mary Santa Maria; Terrina Wong; Rebeca Zamora

EXCUSED: Livia Wang for Bill Hoshijo Ex-officio; Melba Bantay; Jennifer Dotson; Margarita "Day Day" Hopkins; Dr. Ruth Mabanglo;

STAFF/GUESTS: Rebecca Gardner (OLA); Gail McGarvey (OLA); Suzanne Zeng, UH Center for Interpretation and Translation Studies (UHCITS); Keumji Ko, visiting international intern with SWCC; Yoko Toyoma, visiting international intern with SWCC; ASL Interpreters Samantha Heberling and Sabina Wilford

| AGENDA ITEM  | DISCUSSION   |
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| 1. Call to order                                   | The meeting was called to order at 9:45 a.m. with quorum by the Chair, Dominic Inocelda.   |
| 2. Welcome and Introductions                       | <ul style="list-style-type: none"><li>The Chair welcomed all present, those participating by video-conferencing and guests. The council and staff introduced themselves.</li></ul>                               |
| 3. Approval of Minutes of January 14, 2015 Meeting | <ul style="list-style-type: none"><li>The Chair asked if there were any corrections to the meeting minutes. There was one correction; the meeting had been called to order by Gerald Ohta, Vice-chair.</li></ul> |

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|                 | <ul style="list-style-type: none"> <li>The minutes of January 14, 2015, were accepted as circulated with the correction.</li> </ul>   |
| 4. Staff Report | <p>Staff, Rebecca Gardner reported on the outgoing Executive Director's report for February, with staff notes; copies were distributed and an update was given to the council as follows:</p> <ul style="list-style-type: none"> <li>The Executive Director's (ED) appointment has not been extended. Effective February 1, 2015 the ED position remains vacant.</li> <li>The OLA and LARC positions that were included in the DOH biennial budget request were not approved by the outgoing governor. Upon request by the outgoing ED, the new DOH director restored it as part of the new governor's biennial budget, but, it was not approved by the new governor.</li> <li>The ED attended the Hawaii Language Roadmap Initiative meeting with Michael Leoz, Regional Manager of the Office of Civil Rights, Region IX, as well as Michael Leoz's presentation on HIPAA (Health Insurance Portability and Accountability Act) rules on January 15, 2015 at the Queen's Medical Center.</li> <li>The ED was a panelist on the topic: CLAS (National Culturally and Linguistically Appropriate Services) Standards – Legal and Statutory Updates, with Michael Leoz and Gerald Ohta, at the Cross Cultural Health Care Conference sponsored by University of Hawaii John A. Burns School of Medicine, Department of Surgery on January 16-17, 2015 at the Queen's Medical Center.</li> <li>The Translation of Vital Documents workshop presented by Kleber Palma of NYC DOE on January 22 – 23, 2015 at the Queen's Kamehameha Auditorium was well attended. There were almost a hundred people, mostly from state, county and non-profit agencies who attended.</li> <li>The winter 2015 issue of the OLA Newsletter is out.</li> <li>Pending items (there was lengthy discussion on the following): <ul style="list-style-type: none"> <li>The three legislative proposals: (1) the extension and funding of the LARC program for another two years (SB266); (2) the restoration of the lost OLA positions (SB926); and (3) state certification for medical interpreters (SB904) have been introduced by Senator Chun-Oakland and Representative Aquino. OLA has also submitted testimony in support of a state seal of biliteracy bill (SB900) which would recognize graduating high school students for their proficiency in English and one other language. Rebecca Gardner updated the council on the history and origin of the bills and explained the legislative process for bills in the state legislature.</li> <li>The statewide language access workshops (5) for police and public safety officers is scheduled for March 9, 2015, Kauai; March 10 &amp; 11, 2015, Honolulu; March 12,</li> </ul> </li> </ul> |

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|             | <p>2015, Maui; and March 13, 2015, Big Island. In addition to OLA staff, the workshops will be conducted by (1) Alyssa Larue, staff attorney, Federal Coordination and Compliance Section, Civil Rights Division, U.S. Department of Justice, Washington, D.C. and (2) Deputy Chief Lyn Tomioka, Chief of Staff, San Francisco Police Department. This workshop is free. A lot of staff time and effort has been put into setting up the workshops, making travel and food arrangements, contacting the speakers and collaborating with UH Conference and Events Services (CES). The neighbor island LAAC members, Lito Asuncion, Mary Santa Maria and Day Day Hopkins have been very helpful in finding a venue and liaisons to work with on Kauai, Maui and Big Island, respectively.</p> <ul style="list-style-type: none"> <li>○ The workshop for educators and judges are under discussion. Judges training workshop is tentatively scheduled for April and for judges only. The last workshop for educators is tentatively scheduled for May. Rebeca Zamora volunteered to help OLA staff with workshops.</li> <li>○ The LARC (Language Access Resource Center) roster of interpreters and LARC Multi-lingual Website contracts with Connecting the Dots, LLC will have to be discussed with DOH Director’s Office as there is currently no ED for monitoring and approval of the deliverables.</li> <li>○ The Sole Source procurement for the translation of medical glossaries to Tagalog, Ilokano, Cebuano, Marshallese and Chuukese has been put on hold by SPO (State Procurement Office) until a new ED is appointed. Cross Cultural Health Care Program has been informed.</li> </ul> <ul style="list-style-type: none"> <li>● Other Items – staff report. <ul style="list-style-type: none"> <li>○ Legislative testimony from LAAC members: We have been advised by the DOH policy office that it would be unusual for the council to advocate on its own behalf, but its members may support a bill as individuals.</li> <li>○ OLA testimony on appropriation bills: as an executive agency, we have been advised that OLA testimony’s should not outright “support” but instead “support the intent” and offer comments on bills, “deferring to the Governor’s Executive Budget Request for fiscal priorities”.</li> <li>○ OLA staff met with stakeholders representing public and private language service agencies regarding state certification of spoken language health care interpreters and discussed possible amendments to address their concerns. OLA submitted compromise language in its testimony on SB926 that would simplify the statutory framework in a way that resembles DCAB’s statute for qualifying sign language</li> </ul> </li> </ul> |

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|   | <p>interpreters.</p> <ul style="list-style-type: none"> <li>○ OLA staff received an inquiry from an ASL (American Sign Language) advocate asking why ASL services are not included in the bill on state certification of health care interpreters. OLA staff explained to the advocate that the bill was patterned after Oregon’s law on certification of Health Care interpreters, which did not contemplate American Sign Language. Also, staff explained that the legislative charge of our office concerns spoken language access, as it is premised upon the prohibition against discrimination based upon national origin under Title VI of the Civil Rights Act. Although we support removing barriers to access in other contexts, advocacy relating to disability access is outside of OLA’s purview. Staff suggested to the advocate/caller that she contact the introducer of the bill and DCAB to see if disability access might be included.</li> <li>○ Kristine Pagano asked about the name of the “test” system that would be used for certification. The standards of two national organizations are planned to be used as references. The National Board of Certification for Medical Interpreters (NBCMI) and the Certification Commission for Healthcare Interpreters (CCHI).</li> <li>○ OLA Budget Consultations: OLA staff realized that monitoring and managing the budget is going to be very important over the next five months and will be scheduling an appointment to meet with its budget analyst.</li> <li>○ Reschedule next LAAC meeting: the next monthly LAAC meeting is scheduled for Wednesday, March 11, 2015, however, as OLA will be conducting the all day, police training workshops that week it was suggested to meet on Wednesday, March 4, 2015 at 10:00 a.m. The Chair asked if that would be okay. The PIG Annual Conference Planning Committee will be meeting an hour earlier at 9:00 a.m.</li> <li>● The Chair commended and thanked OLA staff for taking on greater responsibility during this transition period.</li> </ul> |
| 5. Report of the Chair                                  | <ul style="list-style-type: none"> <li>● No report of the chair.</li> </ul>  |
| 6. Reports of Standing and Ad Hoc Committees            |  |
| Legislative Committee                                   | <ul style="list-style-type: none"> <li>● No meeting.</li> </ul>  |
| Permitted Interaction Group<br>2015 Legislative Session | <ul style="list-style-type: none"> <li>● No meeting.</li> </ul>  |

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| Special Projects Committee   | <ul style="list-style-type: none"> <li>No meeting.</li> </ul>  |
| Plans Review Committee   | <ul style="list-style-type: none"> <li>No meeting.</li> </ul>  |
| By-Laws Committee  | <ul style="list-style-type: none"> <li>No meeting. Rebeca Zamora volunteered to be on this committee.</li> </ul>   |
| Permitted Interaction Group - Annual Hawaii Conference on Language Access 2015 | <ul style="list-style-type: none"> <li>Meeting at 8:30 a.m. – 9:30 a.m. before scheduled LAAC meeting.</li> <li>Discussion to cut back conference to one day.</li> <li>Discussion on several possible dates in August.</li> <li>Discussion on venues, Neal S. Blaisdell which was last year’s venue and the Japanese Cultural Center.</li> <li>Discussion on themes or ideas on Pacific Islanders’ issues; ongoing lawsuits; human trafficking; health care; courts and legal issues.</li> </ul>   |
| Permitted Interaction Group – Roster of Interpreters/Translators               | <ul style="list-style-type: none"> <li>No meeting. There was discussion about the roster with questions brought up by Sue Zeng. <ul style="list-style-type: none"> <li>Sue Zeng asked if there was a subcommittee looking at/reviewing the roster. She said her organization has not been involved in any of the discussions regarding the roster of interpreters/translators. Dominic Inocelda said that the meetings are open to the public. Sue Zeng said she could not find the OLA meeting announcement online. (Note, the new OLA website is no longer with Department of Labor and Industrial Relations, it recently switched location to the Department of Health website.)</li> <li>Sue Zeng said that a service provider would not be able to fill out the roster survey application. Per Rebecca Gardner, OLA is not required under statute to list agencies, but, OLA might take the prerogative to add a separate list.</li> <li>Sue Zeng also commented that most Micronesians/Pacific Islanders are not inclined to submitting paperwork, i.e. invoices, billing, etc. and they prefer to work with agencies.</li> <li>Kristine Pagano asked who she was here representing UH CITS or her own private business. Sue Zeng replied that she is here for UH CITS but her views are her own.</li> <li>Terrina Wong said, as a service provider, all options should be listed and an available option to the community.</li> <li>Rebeca Zamora said there is an option for the applicant to list an agency on the application form.</li> </ul> </li> <li>The following are on the PIG Roster of Interpreters/Translators committee: Mindy Emmons, Patricia Harpstrite, Mary Santa Maria, Rebeca Zamora and OLA staff.</li> </ul> |

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|                                  | <ul style="list-style-type: none"> <li>Note there was no quorum when Gerald Ohta left the meeting at 11:08 a.m.</li> </ul>  |
| 7. Other Upcoming Events         | <ul style="list-style-type: none"> <li>None</li> </ul>  |
| 8. Agenda Items for Next Meeting | <ul style="list-style-type: none"> <li>None mentioned.</li> </ul>   |
| 9. Announcements                 | <ul style="list-style-type: none"> <li>Mindy Emmons gave her feedback on Vital Documents Translation Workshop with Kleber Palma, January 22 &amp; 23, 2015, in which she said he was a good speaker and the workshop was excellent. Rebecca Gardner brought up the incident by an interpreter who expressed her own negative comments/issues from her experience as an interpreter, it was not quite clear what she was referring to; but, it was clearly disruptive and she appeared to be angry.</li> <li>Kristina Pagano announced DCAB event “Access to 911” on Friday, February 13, 2015 for fire, police and EMS responders and how the community can access 911 using different phone services, what to expect when you call 911, with discussion and education to community members. It will be held at the Hawaii School for the Deaf and Blind, in the cafeteria.</li> <li>Lito Asuncion corrected the name for the Kauai venue for the Law Enforcement Training Workshop in Lihue on March 9, 2015; it should be the Kauai War Memorial Convention Hall.</li> <li>IAC (Inter-Agency Council) next meeting on February 25, 2015, 2:30 p.m. at Susannah Wesley Community Center.</li> <li>OLA is still waiting for the new governor to make a final appointment for executive director.</li> <li>Next Language Access Advisory Council meeting to be held on Wednesday, March 4, 2015 @ 10:00 AM to 11:30 AM, pending confirmation of room reservation for the Director’s Conference room 320, DLIR. Gail McGarvey will notify the council and confirm date and time.</li> </ul> |
| 10. Adjournment                  | Chair, Dominic Inocelda adjourned the meeting at 11:40 a.m.   |

Submitted by Gail McGarvey